

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: September 13, 2021 12:06 PM
To: KHONG Lynn
Cc: Hsiao Tong (LKKAuto); filenet-ctom-p-sg; Admin A
Subject: RE: S1M034NN_LK_FINAL REPORT DOES NOT TALLY WITH LOD_SJZ1365K (INSD) & SGH2477U (TP)_ALONG 3014A UBI ROAD 1 CARPARK_ON 04/03/2021

Dear Lynn,

Our surveyor has finalized the cost of repair at L/S \$1,100.00 with 2 repair days.

Please be informed that the survey report is in AXA system assessment.

Thanks

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: KHONG Lynn [mailto:lynn.khong@axa.com.sg]

Sent: September 9, 2021 8:18 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; Admin A <admin-a@lkkauto.com>

Subject: RE: S1M034NN_LK_FINAL REPORT DOES NOT TALLY WITH LOD_SJZ1365K (INSD) & SGH2477U (TP)_ALONG 3014A UBI ROAD 1 CARPARK_ON 04/03/2021

Importance: High

Dear Jasper,

This is a litigation case.
Please advise urgently.

Thank you

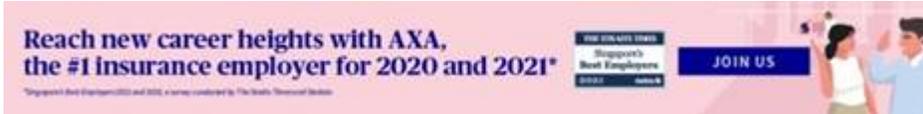
Best Regards,



Lynn Khong

Specialist, Motor Claims Department
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811
Email: lynn.khong@axa.com.sg
Customer Care No. 1800 8804888
www.axa.com.sg



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Upcoming out-of-office & closure notification: 1/9/2021 – 3/9/2021

For claims query, kindly email to cst@axa.com.sg for further assistance.

For claims survey, kindly email to motor.survey@axa.com.sg

For bill/DV submission, kindly email to motor.bill@axa.com.sg

For LOD submission, kindly email to motor.doc@axa.com.sg

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Sent: Thursday, August 26, 2021 4:58 PM

To: KHONG Lynn <lynn.khong@axa.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>; Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] RE: S1M034NN_LK_FINAL REPORT DOES NOT TALLY WITH LOD_SJZ1365K (INSD) & SGH2477U (TP)_ALONG 3014A UBI ROAD 1 CARPARK_ON 04/03/2021

Dear Lynn,

Thank you for the email.

This case is handle by Jasper.

Dear Jasper,

FYNA. CS/ASM21003034/Gbs3-1

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315

From: KHONG Lynn <lynn.khong@axa.com.sg>

Sent: Thursday, 26 August 2021 4:41 pm

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; filenet-ctom-p-sg <filenet-ctom-p-sg@axa.com.hk>

Subject: S1M034NN_LK_FINAL REPORT DOES NOT TALLY WITH LOD_SJZ1365K (INSD) & SGH2477U (TP)_ALONG 3014A UBI ROAD 1 CARPARK_ON 04/03/2021

Hi Shiau Chen,

We refer to the above matters.

We noted that this file was a SJE arrangement.

And we received message that workshop agreed to direct settlement and LKK will be handling.

However, TP workshop has been chasing for status as no response from our end.

Meanwhile, we have received the LOD from their legal partner and was informed survey was handled by our appointed surveyor.

Currently, there is only an IA in file and AXA has been billed.

Please advise final survey report on urgent basis.

Thank you

Dear Miss Khong,

We choose LKK Auto Consultant Appraisal Pte Ltd. Thank you.

Best Regards,
Noreen
Gforce Autotech Pte Ltd
10 Kaki Bukit Rd 2
First East Centre
#01-34 S417868
Tel no: +65-97706106

Send Message

FINAL REPORT & PRS PHOTOS

Reply

From KHONG Lynn | Date 04-08-2021 9:10 | Type
Message Please advise final report & full PRS photos. Currently only IA and pre-repair photos. Thanks

FILE WAS DS AND LITIGATED

Reply

From KHONG Lynn | Date 04-08-2021 9:05 | Type
Message Hi, this file was initially for DS and now litigated, please advise reason. Also, kindly review the bill for PRS. Thanks

STATUS

Reply

From KHONG Lynn | Date 05-07-2021 21:51 | Type
Message Hi, TP has on 08/06/2021 asked for status again. What status are they asking about. What is the progress on this file. Please advise. Thanks

RE: OBTAIN TP PIR

Reply

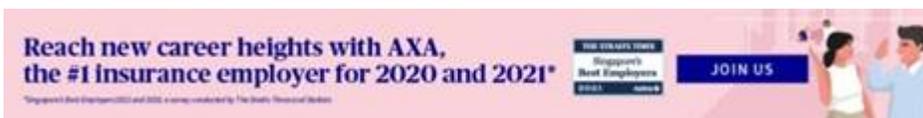
From LKK AUTO CONSULTANTS PTE LTD (TP) | Date 17-05-2021 16:54 | Type
Message Dear Lynn, we have checked with TP workshop, they agreed to do direct settlement and our side will follow

Best Regards,



Lynn Khong
Specialist, Motor Claims Department
AXA Insurance Pte Ltd

8 Shenton Way, #24-01 AXA Tower, Singapore 068811
Email: lynn.khong@axa.com.sg
Customer Care No. 1800 8804888
www.axa.com.sg



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For LOD submission, kindly email to motor.doc@axa.com.sg

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